

GOALS (July, October, January and April): **November 2019**

## NOVI PUBLIC LIBRARY – 2019/2020 GOALS

- Empower Universal Literacy
- Escalate an Innovative and Inclusive Culture
- Enhance Core Interactions Within Our Diverse Community

AD= Administration F=Facilities IS=Information Services IT=Information Technology SS=Support Services LB= Library Board  
(% Citizen Survey Response)

### #1: Collections/Electronic Resources

Tactic	Owner	Status	Due Date
Expand collection offerings in print, music/movie (73% CS response)	IS	Ordering monthly – on-going	On-going
Expand electronic formats and options (62% CS response)	IS	Added Sesame Street e-books	10/19
Improve ILS functionality for better guest and staff usage	IS	Reporting all CARL issues to TLN	On-going
Expand International collections/classes/ESL	IS	Added beginner ESL book discussion, international film programs, bibliographies in different languages	7/19, 8/19,9/19
Provide online training options for residents, city/school employees, businesses	IS	Still have Lynda.com	10/19
Introduce unique collections	IS	Introduced iCube Makerspace book collection	7/19
Grow readers/build literacy	IS	Relabeled early readers for easier level discernment	10/19
Increase usage	ALL	Library Card campaign with NCSD, WLCSD, City of Novi	9/19-5/20

### #2: Technology

Tactic	Owner	Status	Due Date
Enhance website (online calendar, meeting room software)	IT	Preliminary paperwork has been submitted and Demco has provided a test database	10/19
iCube development	IT; IS	Programming on how to be creative using Inkscape, the Muse Laser and the Carvey CNC Router have been scheduled. A different iCube item is highlighted in the e-Newsletter.	10/19

Be a disruptor for new technology trends	IT	Copiers have been upgraded and expanded payment type devices have been ordered	10/19
Stay on the cutting edge of technology initiatives	IT/AD	Meeting Room A/V Connections flyer for guests	10/2019
Foster talents to expand technological experiences at NPL	IT	Developing partnership with guests willing to share their talents.	10/2019
Improve App access	IT		
<b>#3: Marketing</b>			
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Touchscreen interaction in the building for programming/events/services	AD; IT; IS	Reached out to 3 vendors, have received quotes from 2 including an additional quote for needed electrical work.	10/19
Look at more targeted marketing strategies	AD	Launched Board Bingo program	11/19
Update the Marketing Plan	AD		
Strategic Planning Information Piece 2019-2022	AD		
Annual Report 2018-2019 / Presentation to City Council	AD		
Institute "Did You Know"	AD		
Welcome center/library tour	AD		
Grow social media, press and news presence	AD; IS	Added account for Nextdoor;	9/19
Tell NPL's story better through Inform.Inspire.Include.	AD	Updated the Inform. Inspire. Include. Library info sheet to use at HOA's and Ambassador Academy	9/19
Expand HOA outreach	AD		
Increase usage	AD		
<b>#4: Outreach/Services</b>			
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Lending Library kiosk (Lakeshore)	SS; AD		
As Project Manager of the Lending Library Committee, oversee the Project Lead and the SS Dept aspects (TLN, collection, working with Communications Coordinator for marketing, etc.) of preparation leading up to the Lending Library installation (projected for May 2020) and the official launch event (projected for late May/early June 2020).	SS/IT	Ongoing LL Committee meetings have been held since June 2019. First Introduction Training for kiosk held 10/23.	11/19
Oversee the installation of the Lending Library kiosk and organize and complete staff training for using the kiosk for May 2020.	SS		
Oversee the creation and organization of SS Dept day-to-day operating procedures for the Lending Library kiosk after the launch in June 2020.	SS		

As Project Lead of the Lending Library Committee, work with the Project Manager to organize and carry out the SS Dept aspects (TLN, collection, working with Communications Coordinator for marketing, etc.) of preparation leading up to the Lending Library installation (projected for May 2020) and the official launch event (projected for late May/early June 2020).	SS	Ongoing LL Committee meetings have been held since June 2019. First Introduction Training for kiosk held 10/23.	11/19
Oversee the installation of the Lending Library kiosk and assist with staff training for using the kiosk for May 2020.	SS		
Complete the creation and organization of SS Dept day-to-day operating procedures for the Lending Library kiosk after the launch in June 2020.	SS		
Complete staff training for the Lending Library kiosk and know how to operate and fill the kiosk, and be able to demonstrate and communicate how a patron can use the kiosk by June 2020.	SS		
Complete staff training for the Lending Library kiosk and be able to demonstrate and communicate how a patron can use the kiosk by June 2020.	SS		
Auto renewal of library cards (TLN)	SS	Further discussion and investigation continues through TLN SASUG meetings.	11/19
Auto renewal of library materials (TLN) (62% CS response)	SS	Approved by TLN SASUG and will be implemented July 2020.	11/19
Fillable library card online (TLN)	SS	Research being conducted by C. Morse (TLN) to look at viability with our ILS, TLC CARL.	11/19
Dropbox at Novi High for materials	SS		
Barrier free policies and procedures	AD	Began review of Public Policies with staff committee	9/19
Library access to ALL Novi residents, city employees, businesses, working in Novi	AD; SS	Ongoing card campaigns will occur this fiscal year.	11/19
Supervise designated clerks' progress on assignments and successfully complete own assignment by designated deadlines for various Library Card Sign-Up Campaigns for this fiscal year through May 2020.	SS	NCSD Employee Campaign completed 8/29. NCSD Elementary Student Campaign in progress.	8/19; 10/19; 11/19
Successfully complete assignments by designated deadlines for various Library Card Sign-Up Campaigns for this fiscal year through May 2020.	SS	NCSD Employee Campaign completed 8/29. NCSD Elementary Student Campaign in progress.	8/19; 10/19; 11/19
"Be Our Guest" approach to service	ALL		
Endowment opportunity	AD	Draft of guidelines provided by attorney 9/19; Meeting with City Finance for in-house opportunity 10/19	
Expand school collaborations	AD; IS	Held Lending Library focus groups at Walled Lake schools, Meadowbrook and Hickory Woods. Presented Sensory Story Times at Hickory woods. Attending Novi Woods Parent Teacher conferences.	10/19, 11/19
Elimination of daily fines (51% CS response)	AD	Webinar scheduled with staff/board on 11/20; collection of data continues	
Public Library Services excellent/good (91% CS response)	ALL		

Supervise designated clerks' progress with project and bring to completion assigned section of the Catalog Database Cleanup Project. Initial cleanup phase is to be completed by February 15, 2020 and final cleanup phase is to be completed by May 1, 2020.	SS	Initial phase begun.	10/19
Successfully complete assigned section of the Catalog Database Cleanup Project. Initial cleanup phase is to be completed by February 15, 2020 and final cleanup phase is to be completed by May 1, 2020.	SS	Initial phase begun.	10/19
<b>#5: Programming/Events</b>			
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Evaluate programming needs; ease of registration	IS		
Expand options; have a "Try It" attitude	IS		
Expand programming outreach in north end	IS	Surveying north end guests + to determine program needs	10/19
Friends 60 <sup>th</sup> Anniversary	AD	Date set for October 23, 2020; planning meeting with Friends was held 9/19	9/19; On-going
10 year Anniversary of NPL building	AD		
Talent Team expansion	IS	Had a couple of students teach Python and TinkerCad classes and a local guest teach Zentangle.	
Partnerships with non-profit help agencies	IS; AD	Census 2020 Applicant Day 11/19/19	
Be a disruptor for new programming/events	IS; AD		
Intergenerational collaborations	IS; AD		
Opportunities for learning (online tutoring, ESL, computer classes, adult education, cultural learning) (63% CS response)	IS	On-going	
Opportunities for programs (53% CS response)	IS	On-going	
<b>#6: Building/Grounds</b>			
Execute more flexible spaces, furniture, electrical access based on guest needs	ALL		
Library /City transportation for ALL ages	AD		
Youth Area Renovation (Phase 2)	IS; AD; F		
Implement sustainable processes (recycling, paper, utility usage)	ALL; F	Reviewing City of Novi guidelines; staff has received communication about future changes and purchasing overages and use of styrofoam not being used in the building after supplies have been depleted.	7/19-6/20
Investigate entranceway and cold issue	AD; F	Meetings held on 10/30, 11/13 for design options; fire and building concerns	10/19; 11/19

Enhance café experience (42% CS response)	AD	Café is in full operation with Starbucks coffee 10/19; Annual deposit received by NCSD 10/19; New expanded hours M-F at 7am; Sat/Sun at 9am	
Explore use of the building for larger community events	ALL		
Provide safe, clean, accessible spaces	AD; F	New trash cans purchased for the building 10/19; Monthly/Quarterly cleanings of the building are on-going;	10/19
Evaluate space for hours for best use	AD	Café opens at 7am M-Fri, Sat/Sun 9am	10/19
Enhancing library operations (63% CS response)	ALL		
Rental space availability (28% CS response)	AD		
Meeting space availability (44% CS response)	AD		
Extended Sunday hours (53% CS response)	AD		
Visiting the Library (Once a month – 69% CS response)	ALL		
<b>#7: Library/Board: Staff Development</b>			
Improve staff training (knowing who does what, when, why, how and where)	ALL		
Complete at least 3 approved (20 minute or longer) Lynda.com online classes to receive "Meets Expectation." Employee may complete 4 or more approved (20 minute or longer) Lynda.com online classes to receive "More Than Meets Expectation." Certificates of completion and ratings for each class must be presented to Manager by May 25, 2020 to complete goal.	SS	40% of staff have completed goal already.	11/19
Complete one-on-one advanced OPAC and public copier training sessions with Supervisor or designated Librarian and be able to demonstrate and communicate how a patron can use these technologies by June 2020.	SS	25% of staff have completed goal already.	11/19
Launch a customer service initiative	ALL		
Present an inclusive staff that reflects our community	ALL		
Evaluate employee satisfaction assessment for organizational development	AD; LB		
Support growth and innovation in our library team	AD; LB		
Evaluate staff policies for maximum support and organizational commitment	AD; LB	HR Policy committee formed and are reviewing current policies	9/19-2/20
Continue to evaluate salary needs based on employment trends and standards	AD		
Encourage out of the box thinking and creativity	ALL		